

# **Program Support Manager, GS- 0301-13**

**NCC: 601-03**

**Position Number:** GS05B76

**Introductory Statement:** The incumbent serves as a Program Support Manager (PSM) within the Flight Programs and Projects Directorate. Specifically, the major duties of the PSM include:

## **Office and Program Planning Work 25%**

Develops long-range plans for new or complex programs within the Program. Works with top management to develop long-range management plans for the efficient and effective operation of the organization. Makes the best use of present resources, planning for future needs and implementation of new resources. Assists with the coordination of all requests for additional resources, working closely with project support managers to pull together comprehensive short-range and long-range plans.

As the Program Support Manager, serves under the Program Business Manager as an integral member of the business support team. Contributes program support management expertise to the establishment of technical program objectives and is responsible for the application of project support management techniques in the accomplishment of these objectives. Utilizes project support skills and techniques for the planning, direction, coordination and evaluation of all project support activities. Responsible for establishing requirements, monitoring and evaluating areas of project support under contract.

Responsible for all aspects of workforce planning at the program level. Works with all project support managers within the program. Recommends process/system improvements in the areas of program support (configuration management, facility planning, logistics support, etc.) to the Program Business Manager.

Examples of specific duties are:

1. Provides oversight and coordination of Program/Project library, configuration management and schedule management activities.
2. Manages Program level work force and travel budgets, including planning, justification, and tracking (coordination of input from all projects). Recommends program-wide configuration management and scheduling system/processes improvements.
3. Serves as project support consultant and advisor participating in management and technical working groups and special ad hoc advisory panels as may be necessary for expedient

working groups and special ad hoc advisory panels as may be necessary for expediting solutions to spacecraft or space vehicle development problems. Works with project support managers.

4. Responsible for program support activities of the Projects including 1) review and analysis of the progress of project support activities toward program objectives; 2) recommendations as to adjustments in projects; 3) participation in responses to audit and other inquiries by various activities such as NASA audit, GAO, Center Management and NASA Headquarters Program Management; and 3) coordinate the monthly program input to HQ.

5. Initiates task orders for on site contractor support as required by the projects to provide assistance to scheduling, visual aids preparation and configuration control. Is technical monitor in evaluating contractor performance in area, and incorporates these findings into recommendations to the Performance Evaluation Boards.

6. Oversees and provides technical direction to support personnel. Establishes schedules for work accomplishment and reviews and evaluates the progress, quality and quantity. The incumbent must ensure that priorities are established and altered as necessary to meet Project milestones.

7. Serves as a member of Source Evaluation Board Business Management Committees as assigned.

8. Frequently acts for or speaks for the Program Business Manager on project support matters.

9. Performs required travel.

10. Performs tasks related to the position and are of an incidental nature.

#### **Performs Work in One or More Administrative Program Areas 25%**

Assists the Program Business Manager in project support budgeting and financial management for the program. This includes budget formulation, justification, and execution; financial management; and financial reporting. Provides advice to management and program personnel on resource and administrative issues. As a key advisor to management, provides budget management for major, complex programs. Responsible for all aspects of estimating manpower and travel system operations relating to planning, analysis, formulation, justification, presentation, execution, and review of the development, procurement, and modification of significant national and international missions. Provides advice and guidance to mission and

significant national and international missions. Provides advice and guidance to mission and line managers on the formulation and interpretation of research and development, manpower, travel, and other resource estimates for the acquisition, development, and operation of major, multi-year space missions.

#### **Facility Services, Property, and Supplies 25%**

Manages custom requirements for services for the program. Coordinating these administrative services requires complex negotiations or scheduling across organizational workflows. Serves as principal advisor to the organization on all custom administrative management matters. Actively participates in developing and implementing related administrative requirement policies.

Ensures that administrative needs are taken care of for operational services such as telecommunications and audiovisual equipment, and test and operational equipment.

Evaluates safety requirements for the organization. Conducts periodic inspections for safety concerns and evaluates safety and mishap incident reports. Ensures corrective actions are taken to correct safety deficiencies.

Plans and coordinates administrative aspects of office moves, office construction, and other facility improvements that require extensive coordination of property, services, and facilities such as furniture, equipment, telephones, and short-term storage.

Takes periodic inventory of all equipment and property, resolving discrepancies on inventory lists with actual inventory. Prepares necessary documents for the accession and de-accession of equipment and property. Conducts periodic surveys of equipment and property use, recommending action as necessary to ensure economical and efficient use of equipment and property.

#### **Organizational Analysis Program Management 15%**

Establishes and manages an organizational analysis program for administrative functions performed within a major agency component. Reviews and interprets new and established directives, instructions, and to determine their impact on the program and its projects. Assures that program goals, objectives, and operations are realistic and in line with the organizational goals and objectives.

Conducts tactical and long range planning, resource determination, scheduling, project management, configuration management, and evaluation and coordination of programs as they relate to organizational finance, acquisition, and logistics support.

Schedule Management includes management of established time objectives for the Project and all of its related activities. Plans and executes Program activities in accordance with those schedules, insuring that "hard earned" plans are developed. Advises management when

schedules, insuring that "work around" plans are developed. Advises management when specific milestones are unobtainable and continually assesses Project status in concert with overall time objectives.

Examples of specific duties are: advance planning, such as the investigation of alternate plans, development of Work Breakdown Structure's (WBS's), and assistance in the development of Project Plans; schedule development, such as the selection and implementation of schedule control systems, establishment of internal reporting procedures, participation in proposal evaluation and negotiations, review of contractor's systems, and development of PMIC's and master schedules; schedule operations, such as analyses of contractor reports, update of master schedules, and analyses of planned schedule vs. actual schedule. Provides schedule inputs and analyses of contractor Performance Management System data to Project personnel on a continuing basis.

Configuration Management (CM) includes the management of the exact configuration of all interrelated mission hardware, software and service requirements of the Projects. Maintains accurate interface definition data and communicates such to all business and technical facets of the Program/Project activity. Evaluates the impact of proposed configuration changes and determines the action to be taken.

Participates as a voting member on the Configuration Change Board. Specific duties include: preparation of the CM Plan; identification and documentation of configuration baselines; coordination of analysis with system engineers and business personnel; preparation of Configuration Change Request's (CCR's); approval/disapproval of specification changes; assessment of impact on the proposed design changes; assisting in prioritization of proposed changes; evaluation of the CCR's for impacts to cost, schedules, etc.; preparation of reports.

Responsible for management and maintenance of the Program library.

#### **Administrative Management of an Organization 10%**

Serves as principal advisor to an important agency organization on all administrative management matters associated with programs and operations. Develops and advises on administrative requirements for the program. Actively participates in developing and implementing administrative management policies.

Interprets and recommends administrative procedures and policies. Participates in discussions and conferences concerning long-range planning and administrative matters. Provides advice and recommendations, both orally and in writing, on administrative matters. Advises on the administrative feasibility of operating plans, suggestions, and proposals. Works with Program Business Manager on planning organizational needs for additional positions and/or equipment.

Guides the development, maintenance, and operational access of various administrative databases and spreadsheets used for analysis and decision making by all levels of

databases and spreadsheets used for analyses and decision making by all levels of management. Identifies and implements efficiency improvements by analyzing, streamlining, and automating cumbersome or time-consuming manual administrative processes.

**OTHER SIGNIFICANT FACTS:**

Performs other duties as assigned.

**Factor 1- 8 Knowledge Required by the Position**

(1) Mastery of a wide range of qualitative and/or quantitative methods for the assessment and improvement of program effectiveness or the improvement of complex management processes and systems;

(2) Comprehensive knowledge of the range of administrative laws, policies, regulations, and precedents applicable to the administration of one or more important public programs;

(3) Knowledge of agency program goals and objectives, the sequence and timing of key program events and milestones, and methods of evaluating the worth of program accomplishments;

(4) Demonstrated skill to plan, organize, and direct team study work and to negotiate effectively with management to accept and implement recommendations where the proposals involve substantial agency resources, require extensive changes in established procedures, or may be in conflict with the desires of the activity studied;

(5) Strong knowledge of and ability to apply principles of various planning and scheduling techniques such as Program Evaluation and Review Techniques (PERT's) and Critical Path Methods (CPM) as practiced by NASA and contractors;

(6) Expert knowledge of configuration management disciplines and control, and the application of procedures as practiced by NASA and contractors, including ability to evaluate and audit contractor configuration management activities to assure that they adequately satisfy the Program/Project's requirements; and

(7) Knowledge of NASA and GSFC policies, procedures and regulations applicable to Program/Project Management and Project Support disciplines.

**Factor 2- 4 Supervisory Controls**

The supervisor and employee develop a mutually acceptable project plan which typically includes identification of the work to be done, the scope of the project, and deadlines for its completion. Within the parameters of the approved project plan, the employee is responsible for planning and organizing the study, estimating costs, coordinating with staff and line management personnel, and conducting all phases of the project. The employee informs the supervisor of potentially controversial findings, issues, or problems with widespread impact. Completed projects, evaluations, reports, or recommendations are reviewed by the supervisor for compatibility with organizational goals, guidelines, and effectiveness in achieving intended objectives.

#### **Factor 3- 4 Guidelines**

Guidelines consist of general administrative policies and management and organizational theories which require considerable adaptation and/or interpretation for application to issues and problems studied. Administrative policies and precedent studies provide a basic outline of results desired, but do not go into detail as to the methods used to accomplish the project. Administrative guidelines usually cover program goals and objectives of the employing organization. Within the context of broad regulatory guidelines the employee may refine or develop more specific guidelines such as implementing regulations or methods.

#### **Factor 4- 5 Complexity**

Analyzes interrelated issues of effectiveness, efficiency, and productivity of substantive mission-oriented programs. Develops detailed plans, goals, and objectives for the long-range implementation and administration of the program, and/or develops criteria for evaluating the effectiveness of the program. Decisions concerning planning, organizing and conducting studies are complicated by conflicting program goals and objectives. Assignments are complicated by the need to deal with subjective concepts, the quality and quantity of actions are measurable primarily in predictive terms, and findings and conclusions are highly subjective and not readily susceptible to verification through replication of study methods or reevaluation of results. Options, recommendations, and conclusions take into account and give appropriate weight to uncertainties about the data and other variables which affect long-range program performance.

#### **Factor 5- 5 Scope and Effect**

Analyzes and evaluates major administrative aspects of substantive, mission-oriented programs. Develops long-range program plans, goals, objectives, and milestones or evaluates the effectiveness of programs conducted throughout an agency, or for a significant organizational segment of an agency, such as a regional office, Center, or major field installation. Identifies and develops ways to resolve problems or cope with issues which directly affect the accomplishment of principal program goals and objectives. Develops new ways to resolve major administrative problems or plans the most significant administrative management aspects of professional or scientific programs. Develops administrative regulations or guidelines for the conduct of program operations or new criteria for measuring program accomplishments. Study reports contain findings and recommendations of major significance to top management of the agency, and often serve as the basis for new administrative systems, legislation, regulations, or programs.

#### **Factor 6- 3 Personal Contacts**

Contacts are with persons outside the agency which may include consultants, contractors, or business executives in a moderately unstructured setting. Contacts may also include the head of the employing agency or program officials several managerial levels removed from the employee when such contacts occur on an ad hoc basis.

employee when such contacts occur on an ad-hoc basis.

**Factor 7- 3 Purpose of Contacts**

The purpose of contacts is to influence managers or other officials to accept and implement findings and recommendations on organizational improvement or program effectiveness. May encounter resistance due to such issues as organizational conflict, competing objectives, or resource problems.

**Factor 8- 1 Physical Demands**

The work is primarily sedentary, although some slight physical effort may be required.

**Factor 9- 1 Work Environment**

Work is typically performed in an adequately lighted and climate controlled office. May require occasional travel.